

GRIEVANCE REDRESSAL CELL
SBMS
COLLEGE

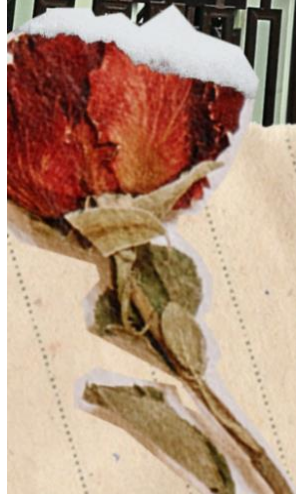
SUALKUCHI, ASSAM 781103



গুৱালকুছি বৃন্দৰাম মাধৱ সত্ৰাধিকাৰ মহাবিদ্যালয়
SUALKUCHI BUDRAM MADHAB SATRADHIKAR COLLEGE
ESTD. 1963
স্থাপিত: ১৯৬৩ খৃঃ

WEBSITE:

<https://sbmscollege.org/>





Executive Meeting

Grievance Redressal Cell, SBMS College,
Dated the 27th of August, 2019.

Agenda of the meeting :-

1. Chairperson presides over the meeting
2. Convenor lays out the objectives
3. Discussion on the grievances filed by students of the institution
4. Actions taken and solutions forwarded
5. Concluding remarks by the Chairperson

Proceedings :-

On 27/08/2019, an executive meeting of the Grievance Redressal Cell, SBMS College, is held under the Chairmanship of Dr. D.C. Bhagabati, in the Virtual Classroom to redress the following grievances lodged by some students of the college.

1. Grievance no. 1 :- Request for more ceiling fans in Hall No. 1, 2, & 3.
2. Complaint no. 2: Loss of bicycle from parking space of the college.
3. Complaint no. 3: Unhygienic condition of the Girls Common Room Urinal.
4. Grievance no. 4: Lack of sufficient lights in Hall No. 2.



After a prolonged and detailed discussions on all the agendas, the GR Cell took the following actions with the unanimous consent of both the parties

1. The house decided to install two more ceiling fans in the three halls.
2. The house was in favour of either apprehending the culprit who stole the bicycle or to compensate the complainant by providing him a new one.
3. The G.R. Cell on the behalf of the Institution promised to clean the Girls' Common Room Urinal twice a week from the following month.
4. G.R. Cell, SBMS College, regretted the matter and gave word that a 'electrician would soon install four(4) more bulbs in Hall No.2.

In this way all four grievances were addressed ~~and~~ amicably and the Chairperson thanked all present

Signature of the Members Present :

<u>Serial No.</u>	<u>Name</u>	<u>Signature</u>
1.	Dr. D.C. Bhagabati	
2.	Mrs. Mamani Devi	
3.	Dr. Jogesh Deka	
4.	Dr. Banajit Braichya	
5.	General Secretary (Students' Union)	

Executive Meeting
Grievance Redressal Cell, SBMS College
Date: 26/11/2019.



Agenda of the Meeting

1. Chairperson presides over the meeting
2. Agenda laid out by the Convenor
3. Detailed discussion
4. Actions taken
5. Conclusion

Proceedings:

An executive meeting of the SBMS College Grievance Redressal Cell is held on 26/11/2019, with Dr. Dipesh Bhagabati presiding over the chair to address the following agendas.

Grievance 1. Constant water shortage in the students' water supply in the Boys' Common Room.

Grievance 2. Bullying of a junior student by a senior pupil.

Grievance 3. Poor quality of refreshment in the College Canteen

Grievance 4. Rude behaviour by an office assistant to a student of B.A. 1st Semester.

Actions taken by Grievance Redressal Cell, S.B.M.S. College,
Seralkuchi



1. The Chairperson promised to look into the matter and resolve the problem of water supply by checking all the tapes and pipelines.
2. The house was in favour of stringent punishment to the accused.
3. The Chairperson promised to ask the Canteen Committee to do the needful and also to lower the price of the edibles.
4. The Cell gave word that the guilty Junior Assistant would apologise to the concerned student.

Finally the House unanimously agreed that all the grievances were taken care of, much to the relief of the complainants.

Signature of the Members Present:-

<u>Sr. No.</u>	<u>Name & Designation</u>	<u>Signature</u>
1.	Dr. D.C. Bhagabati, Principal,	Dr. D.C. Bhagabati
2.	Mrs. Mamani Devi, Convenor,	Mrs. Mamani Devi
3.	Dr. Gogesh Deha, (Member)	Dr. Gogesh Deha
4.	Dr. Bangit Baishya, (Member)	Dr. Bangit Baishya
5.	General Secretary, Students Union,	Saurav Das

Executive Meeting
Grievance Redressal Cell, SBMS College, Sualkuchi,
Date: 14/03/2020



Agendas:

1. Taking of the Chair by the Principal, (Chairperson)
2. Convenor's laying out the agendas and complaints
3. Resolving the matters through a detailed discussion
4. Resolutions
5. Concluding remarks.

Proceedings:

In an emergency meeting held on the 14th March, 2022, the Grievance Redressal Cell, SBMS College, addressed the following issues:

1. First Complaint: Regarding loss of backpack by a student of the institution
2. Second Complaint: Damage done to a student's motorbike
3. Third Complaint: Poor quality of foodstuff in the College Canteen.

Actionstaken:

1. Return of the backpack by finding out the culprits involved.
2. Compensation assured to the victim.
3. Strict warning to the food vendor.

All matters and complaints were resolved smoothly and both parties expressed their satisfaction. The students thanked the Cell for its concern and care.



<u>Signatories</u>	<u>Names & Designations</u>
1. <u>Dr. D.C. Bhagabati</u>	Dr. D.C. Bhagabati, Chairperson,
2. <u>Mrs. M. Devi</u>	Mrs. M. Devi, Convenor,
3. <u>Dr. Jagesh Deka</u>	Dr. Jagesh Deka, Member,
4. <u>Dr. Banajit Baishya</u>	Dr. Banajit Baishya, Member
5. <u>Saurav Das</u>	General Secretary, Students' Union,